# Welcome

This Quick Start Guide provides all the information you need to get your product up and running. Please fully unfold this guide and follow the numbered steps below. If you need more detailed instructions, a full user guide is available to download in PDF format from **www.bt.com/help/userguides**

We haven't printed a full user guide as we're working to make our products greener, so please consider the environment before printing.

If you cannot find the answer to your problem in the full online user guide, then please call the Helpline on 0870 242 6652*.

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To find out how we're making our products greener visit

bt.com/betterworld/products

* Calls provided by BT will be charged at up to 8 pence per minute. A Call Set-Up Fee of up to 6 pence per call applies to calls from Residential lines. Prices correct at time of going to press. See www.bt.com/pricing for details. Mobile and other providers' costs may vary.

# 1 Getting started

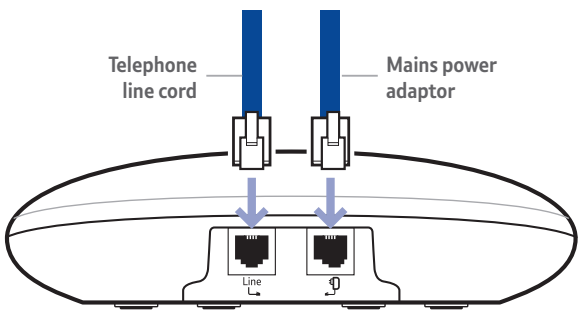
Place your BT Graphite 1100 close enough to a mains power and telephone socket so that the cables will reach. Make sure it is at least 1 metre away from other electrical appliances to avoid interference.

Your BT Graphite 1100 works by sending radio signals between the handset and the base. The strength of the handset signal depends on where you site the base. Putting it as high as possible can help provide the best signal.

The handset range is up to 300m outdoors and 50m indoors (in ideal conditions). The icon in the handset display will flash and you hear a warning beep when you go out of range.

## Setting up

1. Plug the mains power adaptor and telephone cables into the back of the base. **Only use the cables provided with the product.**




2. Plug the power adaptor into the wall socket and switch the power on – the base will beep.
3. Insert the two batteries supplied into the handset, observing the polarity markings inside the battery compartment, and slide the compartment cover shut.
4. Place the handset on the base to charge. The handset will beep and the battery icon will flash in the display to indicate charging. **Charge the handset for at least 24 hours.**
5. Once fully charged, plug the telephone line cord into the telephone wall socket.

## Set up your additional handsets (2, 3 and 4-Pack owners only)

For each additional handset and charger:

1. Plug the mains power adaptor into the back of the charger and plug the other end into the wall socket and switch the power on.
2. Insert the two batteries supplied into the battery compartment and slide the compartment cover shut.
3. Place the handset on the charger to charge. The handset will beep and the battery icon will flash in the display to indicate charging. **Charge the handset for at least 24 hours.**

Additional handsets supplied as part of a multipack are pre-registered to the base so, once charged, are ready for use. Each handset will display its own handset number: 1, 2, 3 and so on.

Your BT Graphite 1100 is now ready for use.

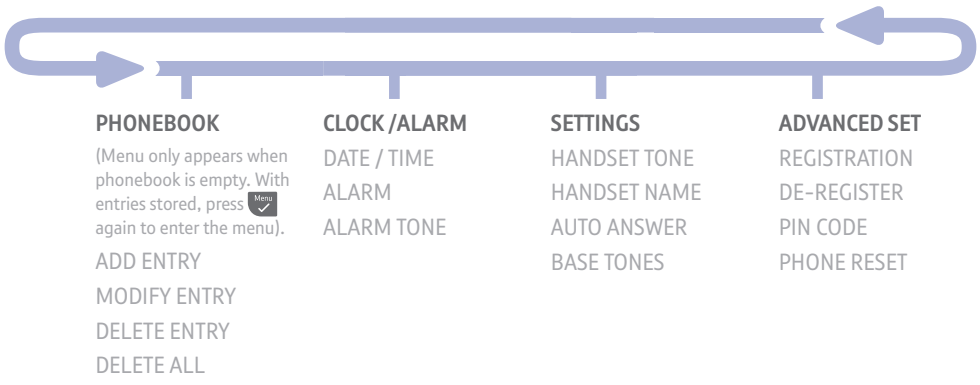
# 2 Navigating the menus

All your phone's functions and settings can be accessed through the main menu on the handset. The menu map below shows all the menu options you can choose from.

1. Press Menu to enter the main menu.
2. Use the Redial and Calls buttons to scroll through the available options (when you reach the end of the list, the first option is displayed again). Press Menu to select an option, or press Secrecy to return to the previous menu.

   To exit a menu and return to standby press Secrecy repeatedly.

**Menu map**




You can also access the phonebook directly by pressing the button.

# 3 Making and receiving calls

## Make/end a call

1. Press . When you hear the dial tone, dial the number. To end the call, press , or replace the handset on the base or charger.

**Handsfree**

Press to switch the call between the earpiece and the loudspeaker.

**Earpiece/handsfree volume**

**During a call**, use Redial and Calls to adjust the volume of the caller's voice.

**Secrecy**

You can mute the handset microphone and talk without your caller hearing you.

1. **During a call**, press Secrecy. *MUTE* is displayed and your caller cannot hear you. Press Secrecy again to resume your call.

## Receiving calls

When you receive a call, the phone will ring and *CALL* and the icon will flash in the display.

1. To answer the call press . Or if the handset is on the base or charger, simply lift it to answer the call.

## Redial

The last 10 numbers dialled are stored in the redial list.

1. Press Redial to open the redial list, the most recently dialled number is displayed. Press Redial or Calls to scroll through the list.
2. Press to redial the number, or press Menu to access further options such as delete numbers from the list or copy numbers to the phonebook.

# 4 Special features

Your BT Graphite 1100 has some special features, these include a handsfree facility (see above), 10 number redial (see above), a 50 number phonebook, a calls list and Call Waiting.

## Phonebook

You can store up to 50 names and numbers in the phonebook to make dialling quick and easy. For multi-pack users, each handset has its own phonebook.

**Store a new phonebook entry**

1. From the standby screen, press Menu. *PHONEBOOK* is displayed, press Menu again.
2. If there are already entries stored in the phonebook the first entry will be displayed and you will need to press Menu again. Otherwise, the display shows *ADD ENTRY*. Press Menu.
3. The display shows *ADD NAME*. Using the letters on the keypad, enter the name. You may need to press the same button a few times until the letter you want is displayed. For example, press **2** once for *A* ,or twice for *B*. Press Menu.
4. The display shows *ADD NUMBER*. Enter the phone number and press Menu to confirm.

**Dial a phonebook entry**

1. Press . The first entry is displayed.
2. Press Redial and Calls to scroll through the list. When the entry you want to dial is displayed you can switch between the name and number by pressing #.
3. Press to dial the entry displayed or press Secrecy to return to standby.

## Caller Display and the calls list

**You must subscribe to a Caller Display service for this feature to work. Your network provider may charge you for this service.**

Caller Display lets you see the number of the person calling you before you answer the phone. The calls list holds details of your last 40 callers, including the phone number, date and time of the call. If a number matches a stored directory entry, the caller's name is displayed instead. When you have new missed calls the ☎ icon will be displayed on the handset.

### View and dial from the calls list

1. From standby, press Calls to open the calls list. Press Redial or Calls to scroll through the entries. From within the calls list:

   Press # repeatedly to view details of the call: caller's number, time and date.

   Press to dial the entry displayed.

   Press Menu to access further options such as delete numbers from the list or copy numbers to the phonebook.

## Call Waiting

**You must subscribe to a Call Waiting service for this feature to work. Your network provider may charge you for this service.**

With Call Waiting, during a call, if another caller is trying to reach you, you will hear a soft beep every 5 seconds. Instead of the engaged tone, the second caller will hear an announcement to hold as you are aware that they are waiting.

If you have also subscribed to a Caller Display service, the caller's number (or name if stored in the phonebook) will be shown on the display for 20 seconds, after this time the display will return to your first caller's details.

### To speak to the second caller

1. Press R to answer the second call and put your current caller on hold. Press R to switch between both callers.

   Or, press to end the current call. The handset will then ring. Press to connect to the waiting caller.

## Other functions

Your BT Graphite 1100 has a number of other features, including: switching your handset on and off, switching the keypad lock on and off and paging the handset so you can locate it or alert a handset user that they are wanted.

If you have bought a multiple pack and therefore have more than one handset registered to your base, you can: make internal calls, transfer an external call from one handset to another, hold a conference call and make an internal call between two handsets while a third is on an external call.

For a full explanation of features and instructions, please see the main user guide online at **www.bt.com/help/userguides**

# Troubleshooting

Most problems are caused by something very simple and can be fixed with a few simple checks:

- Make sure both the mains power adaptor cable and telephone line cord are plugged into the correct sockets and plugged in at the wall.
- Make sure you use all the cables and batteries that came in the box, not those from a previous product.
- If you experience poor speech quality or interference, make sure the product is not located too close to other electrical appliances. This can also help improve the handset range from the base.
- Make sure you charge the batteries for at least 24 hours before first use to ensure maximum battery performance. The charge capacity of the batteries will decrease over time.

**Using your BT Graphite 1100 on a broadband Internet enabled line?**
Remember to plug the phone into the wall socket via an ADSL microfilter if you have broadband Internet on your phone line, otherwise you may have problems with this product and your broadband service. Additional BT ADSL microfilters can be purchased from www.shop.bt.com

# General information

For information on safety instructions, cleaning, technical information or connecting to a switchboard, please refer to the 'General Information' section in the full user guide at www.bt.com/help/userguides

## Guarantee

Your BT Graphite 1100 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the BT Graphite 1100, or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is required.
- The equipment is returned to BT or its agent as instructed.

This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.

This guarantee does not affect your statutory rights.

For further information within and outside the 12 month guarantee, please refer to the full user guide at www.bt.com/help/userguides

## Product disposal instructions

The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimise the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

**Product disposal instructions for residential users**
When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

**Product disposal instructions for business users**
Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

## R&TTE Directive & Declaration of Conformity

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC).

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